

# Microsoft Windows Server 2003, HP Integrity Servers rx8620/rx7620 IMPORTANT SYSTEM INFORMATION



March 2004 (Second Edition)  
Part Number 359991-002

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## I. General Issues on an HP Integrity rx8620 and rx7620

### For the latest information and updates for Windows on an HP Integrity rx8620/rx7620:

1. Go to <http://www.hp.com/support/itaniumservers>.
2. Click **HP Integrity on your server model number**

**NOTE:** It is highly recommended that you update your firmware and drivers to the latest versions. You may determine the firmware version currently on the system, by typing **info fw** at the EFI shell.

### Blank screen during system startup

**Issue:** During system startup the screen may be blank for 3 to 8 minutes (the actual time depends on the quantity of the installed system memory).

**Workaround:** This is a normal operation. The system activity may be monitored within a few seconds of system power-on via a remote terminal.

### The NIC cable should not be left unplugged

The HP Insight NIC agent will log and send error messages if the NIC cable is left unplugged.

### Future firmware update may be required for Windows Server 2003 Service Pack 1 on an HP Integrity Server

**Issue:** A mandatory system and BMC firmware upgrade may be required on the HP Integrity server to support Windows Server 2003 Service Pack 1. If the firmware is not upgraded to the latest version, then the system may not boot after Service Pack 1 is installed.

**Workaround:** Go to <http://www.hp.com/support/itaniumservers> to download and install the latest system and BMC firmware version before installing Windows Server 2003 SP1. The firmware version to fix this issue will be released late summer, prior to the release of Windows Server 2003 Service Pack 1. After upgrading the firmware, also download and install the latest HP Insight Management package.

### An error window with event ID 128 pops up when installing Windows with the Reinstall Media

**Issue:** When installing Windows with the Reinstall Media, Insight Agent installation is automatically started and during that time, an error window with event ID 128 pops up.

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**Workaround:** Please wait 5 minutes once Windows has finished installing and verify that the **Remote Procedure Call (RPC)** and **Windows Installer** services are started in the services control panel applet. Then retry the Insight Agents installation from the Smart Setup media.

## MSA 1000 driver installation

**Issue:** The MSA1000 driver is automatically installed by the IM agents during installation if the MSA 1000 box was connected. If it was disconnected during the OS installation using the Reinstall media, the MSA 1000 driver does not get loaded correctly.

**Workaround:** To install the correct driver perform the following steps after connecting the MSA 1000 box.

1. Right click **My computer** and select **Manage and choose Device Manager**.
2. Select **System Devices**.
3. Right click **Compaq MSA 1000**.
4. Select **Update Driver** and click **Next**.
5. Choose the option **Install from a list or specific location (Advanced)** and select **Next**.
6. Choose the option **Don't Search, I will choose the driver to install** and select **Next**.
7. Select the **Model Compaq MSA 1000** and click **Have Disk**.
8. Enter the following location **%systemroot%\cpqmgmt\drivers** (where %systemroot% is probably c:\windows) and select **OK**.

## IPF Storage Agent Issue with Emulex PCI Fiber Channel HBA

**Issue:** The IPF Storage Agent for Emulex PCI Fiber Channel HBA, when encountered with a failed drive, will not monitor any further slots for Fiber Channel Devices. Once the drive is fixed, storage agents will resume normal operation. This problem exists in the following controllers and driver:

Emulex LightPulse PCI Fibre Channel HBA (PCI-X 2Gb FCA2404 Fibre Channel HBA and PCI-X 2Gb FCA2214 Fibre Channel HBA) - (Part# A7298A (LP982); AB232A (LP9802)) - Driver Version: 6.5.0.11 (6.50a11)

**Workaround:** Update the Emulex PCI Fiber Channel HBA Driver to version: 6.5.1.08 (6.5.1a.08) or above. The latest Emulex PCI Fiber Channel HBA Driver can be downloaded from the IPF Agent's web download page at: <http://www.hp.com/support/itaniumservers>. The driver with this fix should be available by the end of May 2004.

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## Error logged to System Event Log when system boots with network cable disconnected

**Issue:** When the system boots with a network card which does not have a LAN cable connected to it, the HP Insight NIC Agent service will log an error into the System Event Log. This is because the service has not detected a network connection. It cannot differentiate between a disconnected cable and a bad cable. Additionally, as the error gets logged to the System Event Log, the system's attention LED on the front panel starts blinking.

**Workaround:** Verify the cable connection. If the cable is disconnected intentionally, ignore the error. The NIC cable should not be left unplugged.

## Required steps to ensure successful kernel memory dump creation

Windows offers the ability to automatically manage the page file, though in systems with large memory configurations this requires committing more disk space than desired. Kernel memory dumps provide enhanced capability to debug a system failure. Administrators must set the page file size to a minimum of 20 GB to ensure successful creation of a kernel memory dump in the event of system failure. The entire 20 GB page file for a kernel memory dump may reside on the Windows system volume only. Other page files may be configured on other volumes as well, but a minimum of 20 GB page file must reside on the system volume. To increase the page file size:

1. Open the System Properties, select the Advanced tab, and navigate to the Performance Options frame.
2. Select the **Advanced** tab. Navigate to the **Virtual memory** frame.
3. Click Change.
4. Under **Drive**, select the volume where the page file will be located.
5. Under **Paging file size for selected drive**, select either **System managed size** or **Custom size**. Selecting **System managed size** will result in Windows sizing to page file to the recommended size. If this is too large, select **Custom size** and set the size to 20 GB.
6. Click **OK** on the current and next properties pages.
7. Navigate to the **Startup and Recovery** frame and click **Settings**.
8. Navigate to the Write debugging information frame and click Kernel memory dump.
9. Click **OK** on the current and next properties pages.

Additionally, Windows will clear the dump from the page file to a separate file on disk after the system has rebooted. It is important to ensure the final dump (memory.dmp) is written to a location where sufficient storage exists to accommodate it. This file can be written to any disk.

To view or change the location of the final dump file:

1. Right click My Computer then Properties
2. Select the Advanced tab, then Startup and Recovery Settings.

- 
3. Inside Write debugging information, select the lower text box, Dump file.
  4. Choose a location with 20 GB of free space (enough to accommodate a very large memory dump).

Finally, users should install Microsoft QFE 822998, available here:

[www.microsoft.com - diskdump.sys QFE](http://www.microsoft.com - diskdump.sys QFE)

## Creating a dump on an unresponsive system

HP recommends to exercise caution when performing this action since it results in system failure requiring a soft reset. If a system is unresponsive, a kernel memory dump can be created using either of two methods:

1. Using the SAC 'crashdump' command. At the SAC prompt, type `crashdump`. The SAC display will be updated to reflect a fatal system error - "0x000000E2 – Manually Initiated Crash," and will indicate that a dump of physical memory is being created. Under certain conditions, CEs may observe a different bugcode – "0x0000000A - IRQL\_NOT\_LESS\_OR\_EQUAL." This is a known issue and will still result in a valid crash dump being created.
2. Using the MP, enter the Command Menu – 'cm'. To initiate the dump, use the 'tc' command. The SAC display will be updated to reflect a fatal system error – "0x000000E2 – Manually Initiated Crash," and will indicate that a dump of physical memory is being created.

## Do not use the 16 GB option when using the re-install media

The system partition must be created on a 32GB or larger disk drive. When using re-install media, administrators and CEs should use either the 32 GB or the max drive size option when configuring the system volume. Using the 16 GB option will result in an inability to create a kernel memory dump in the event of a system failure unless the page file size is manually configured afterward. Additionally, manual configuration of the page file size when using the 16 GB option will still result in a page file size of less than 20 GB, which is the minimum recommended size.

## System Restore Media and Page Files

**Issue:** Using the 16GB option will result in an inability to create a kernel memory dump in the event of system failure unless the page file size is manually configured afterward.

**Workaround:** The system partition must be created on a 32GB or larger disk drive. When using the reinstall media, administrators and CE's should use either 32 GB or 'max drive size' options when configuring the system volume. Additionally, manual configuration of the page file size, when using the 16GB option, will still result in a page file size of less than 20 GB, which is the minimum recommended size.



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## II. Windows Server 2003 Issues on an HP Integrity Server 8620/7620

### Windows OS installation to a drive on an unintended controller

**Issue:** Windows OS installation is supported only with the intended boot controller installed. This is a known Windows OS limitation.

**Workaround:** Except for the intended boot controller, all other boot controllers should be removed before Windows OS installation. Make a note of where these devices were installed for reinstallation after OS installation.

### Microsoft ntbackup.exe Update (Windows Server 2003 Family)

**Issue:** The built-in tape backup utility in Windows (ntbackup.exe) may experience problems during backup, which causes the backup to fail.

**Workaround:** To resolve this problem, apply the fix from the HP Smart Setup DVD. This fix (Q817688) has been provided by Microsoft. It is only intended to correct the problem that is described in the issue above. Apply it only to systems that are experiencing this specific problem as it may harm other systems.

**NOTE:** Tape spanning during backup is not supported at this time. Microsoft is aware of the issue and working to resolve it.

### The Smart Array 530x/640x controllers do not automatically rebuild the internal HDD array when a failed drive is replaced

**Issue:** The Smart Array 530x/640x controller does not automatically rebuild the internal HDD array when a failed drive is replaced. The HP Integrity Server backplane does not provide the manageability features necessary for the Smart Array adapters to recognize an HDD when it is hot inserted into the system. As a result the Smart Array does not automatically rebuild the array when a failed drive is replaced.

**Workaround:** HDD arrays can be manually detected and rebuilt utilizing the following steps:

1. Download and flash the latest Smart Array firmware available from [www.hp.com/support/itaniumservers](http://www.hp.com/support/itaniumservers).

**NOTE:** Minimum firmware revision for the SA530x controller is 3.54. Minimum firmware revision for the SA640x controller is 1.92

2. Download and install the latest Array Configuration Utility (ACU-XE) from [www.hp.com/support/itaniumservers](http://www.hp.com/support/itaniumservers). The minimum required revision for the ACU-XE is 6.42.1.0.

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3. If and when an internal HDD array fails, replace the failed physical drive, open the ACU utility and select “Refresh” in the Controller State field. The failed array will then begin rebuilding. This is a required step and will not be performed automatically by ACU.

**NOTE:** HDD failures will be detected by the HP Integrity Agents as well as the Windows System Event Log.

## **Configure the Smart Array 530x/640x as a boot controller over headless connection**

**Issue 1:** The Telnet and Hyperterminal applications on Windows NT4 and Windows 2000 do not correctly map the ASCII string for the function keys.

**Workaround:** Use PuTTY, a terminal emulator available on Smart Setup.

**Issue 2:** During Power On Self Test (POST) the Smart Array firmware will display a banner and a configuration menu with instructions to press the **Esc** key to continue or the **F8** key to enter the configuration utility. When running the system in a headless configuration from a remote terminal, the Smart Array banner does not show the configuration menu during the Power On Self Test (POST).

**Workaround:** Use PuTTY, a terminal emulator available on Smart Setup.

## **Smart Array 530x/640x Event log warning recorded after consistency check**

**Issue:** This version of the Event Notification driver will report the following "Warning" message in the Windows System Event log after a consistency check is performed on a logical volume:

"The description for Event ID (24607) in Source (CPQCISSE) could not be found. It contains the following insertion string(s):" **Example string:** “\Device\CPQCISSE0, 11, Parity/consistency initialization complete, logical drive 0.”.

**Workaround:** This is a known issue that will be corrected in the next release of the driver. The actual message should be an informational message reporting the success of the consistency check.

## **Smart Array 5302/5304 timeout in event log (Event ID 9)**

**Issue:** Under extremely heavy I/O conditions the Smart Array driver (cpqcissm) may generate Event ID 9 errors in the system event log.

**Workaround:** There is no known fix at this time. This issue does not result in the loss of any data.

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## The Smart Array Controller 6404 (A9891A) cannot be used as boot device

HP does not currently support the Smart Array 6404 as a boot controller. For updates on the Smart Array utilities, refer to the HP website <http://www.hp.com/support>.

## The Smart Array 6400 controller cannot be hot-replaced

**Issue:** The Smart Array 6400 controller cannot be hot-replaced when the following error message is displayed: "The device 'Smart Array 6400' cannot be stopped because a program is still accessing it".

**Workaround:** Restart the HP Insight Storage Agents service and retry to hot replace the Smart Array 6400 Controller.

## The Smart Array 640x or 530x may not automatically load during system boot up

**Issue:** During system boot up, the Smart Array 64xx or 530xx cards may not loaded for RAID configuration.

**Workaround:** The system scans only for embedded devices. The Smart Array Option ROM will have to be loaded the first time. This can be done at the EFI shell by executing a **search all** command. The user needs to use **search x y** command, e.g. search 0 8, where **x** is the cell number and **y** is the PCI slot number.

## Storage Works 43xx enclosures in a split bus configuration with a single power supply may report errors and fail the logical volumes when attached to certain Smart Array controllers.

**Issue:** Storage Works 43xx Enclosures in a dual bus configuration with an Ultra3 Dual Bus I/O Module and a single power supply may report errors and fail the logical volumes when attached to certain Smart Array Controllers. Port A of the Storage Works 43xx Enclosure may intermittently report that all drives installed in the lower bays (Port A, bays 1-7) have been hot-plug replaced even though the drives have not been replaced. As a result, the array controller may fail the logical volumes, causing the data to become inaccessible or the server may hang or blue screen if the operating system is running from those drives. When the server is rebooted, the drives appear to be working properly; however, some data may be inaccessible. A Power-On Self-Test (POST) error message is not displayed. The problem occurs regardless of the position of the power supply or fans in the enclosure. This affects any Storage Works Enclosure Model 4314R, Model 4314T, or Model 4354R in a dual bus configuration with an Ultra3 Dual Bus I/O Module and a single power supply, attached to either Smart Array 5302 or Smart Array 5304 Controller.

**Workaround:** Operate the Storage Works Enclosure with a minimum of two power supplies.

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## Launching the HP Insight Storage Agents and the Array Configuration Utility

**Issue:** When viewing the driver properties in the device manager for the Smart Array 6400 Controller, an enhanced **Tools** menu bar is displayed. This bar provides a radio button to launch the HP Insight Storage Agents and the Array Configuration Utility. Neither of these buttons function in this release of the driver.

**Workaround:** The preferred method to launch the HP Storage Agents is:

1. Go to the **System Management** homepage.
2. Click **HP Insight Management Agents**.
3. Scroll to the **Mass storage** section on the left panel.
4. Click on the desired controller.

The preferred method to launch the Array Configuration Utility is:

1. Click **Start**.
2. Click **hp System Tools**.
3. Click **hp Array Configuration Utility XE**.

## The Smart Array Option ROM Configuration for Arrays (ORCA) only configures the first adapter discovered in the system

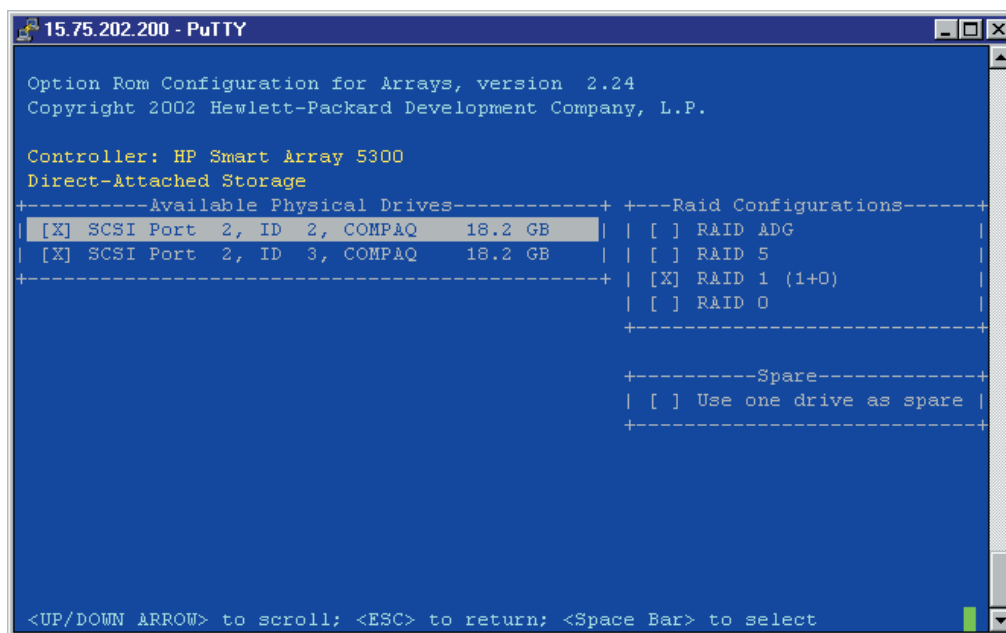
**Issue:** The ORCA offline configuration utility will only allow the first adapter discovered according to the PCI enumeration to be configured. Other adapters even if connected will not be registered by the ORCA utility.

**Workaround:** If the logical boot drive has not already been configured when the system is shipped, use ORCA to configure the logical boot drive only, then use the Online Array Configuration Utility to configure additional arrays connected to the subsequent Smart Array controllers in the system.

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## The Smart Array Option ROM Configuration for Arrays (ORCA) does not prompt the user to press the F8 key during the creation or deletion of a logical drive

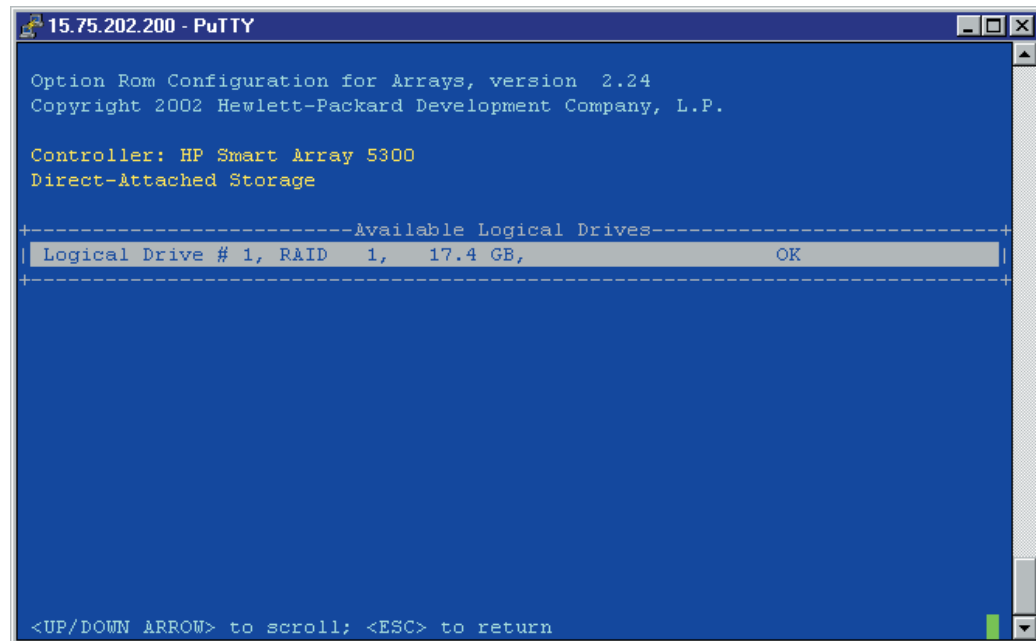
**Issue:** When trying to create or delete an array on the Smart Array 6400 controller using the ORCA offline utility, the application does not prompt the user to hit **F8** to create or delete logical drives. The **F8** key is functional, but the prompt is not displayed on the screen (see the screen capture below).



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**Workaround:** When configuring an array, press the **F8** key after the physical drives and RAID configuration has been specified to complete array configuration.

Similarly, when deleting an array, press the **F8** key after the logical drive has been selected to continue deletion of the desired logical drive (see the screen capture below).



## Adobe Acrobat Reader version 6.0 does not display PDF documents in Internet Explorer on a 64-bit system

**Issue:** When using Smart Setup to review PDF documents in the 64-bit system via Internet Explorer, PDF files will not display successfully in Adobe Acrobat Reader 6.0.

**Workaround:** Either open Smart Setup in the 32-bit version of Internet Explorer, or to have Acrobat Reader 6.0 open PDF files in a separate window. This is done by following the steps below:

1. Open **Acrobat Reader** using the **Edit** menu.
2. Select **Preferences**.
3. Choose **Internet preferences**.
4. Uncheck the option **Display PDF in browser**.
5. Choose **OK** to save changes, and exit.
6. Restart Internet Explorer and PDF files will display successfully.

## Adobe Acrobat Reader 6.0 does not support Windows Server 2003

**Issue:** If you download Adobe Acrobat Reader 6.0 from the Adobe website you will not see the Windows Server 2003 OS listed in the platforms available.

**Workaround:** Download the Adobe Acrobat Reader from Adobe's Text-only download page. This allows for a general Windows install of the reader. HP recommends the usage of version 5.5 or lower on HP Integrity servers.

## Legacy Version Control

**Issue:** Insight Manager 7 incorporates a feature called Legacy Version Control. This feature has a repository containing the latest software such as HP Management Agents for Windows Servers. If the HP Management Agents are installed on a HP Integrity Server with Windows Server 2003 64-Bit OS, the Legacy Version Control will display an upgrade is available when the version number installed is older than the one on the Version Control Database.

The upgrade status is incorrect as displayed in the figure below. The Legacy Version Control feature is not supported initially on HP Management Agents version up to 2.2 release and will be supported on the next Version Control Data Database update.

**Workaround:** Do not use the Legacy Version Control feature.

The screenshot shows the HP Insight Manager 7 SP2 web interface. The top navigation bar includes 'Home', 'Devices', 'Tools', and 'Settings'. The main content area is titled 'Version Control' and displays a message: 'An upgrade is available for 15.244.36.158'. Below this, there is a table with three columns: 'Software Titles', 'Version Installed', and 'Latest Available'.

Software Titles	Version Installed	Latest Available
HP Management Agents for Servers - Windows		6.40.0.0, 18-Jun-2003
Foundation Agents - Windows	6.30.16.0, 26-Aug-2003	6.40.0.0, 18-Jun-2003
Server Agents - Windows	6.30.0.9, 27-Aug-2003	6.40.0.0, 18-Jun-2003
Storage Agents - Windows	6.40.1.0, 11-Aug-2003	6.40.0.0, 18-Jun-2003
NIC Agents - Windows	6.30.20.1, 21-Aug-2003	6.40.0.0, 19-Jun-2003

**NOTE:** The following issues were not discussed in the getting started and the setup and installation guides for the HP Integrity Server and are therefore mentioned below.

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## Windows blue screen during installation

**Issue:** You will see Windows display a blue screen during installation if the NOVESA switch is missing from the OsloadOptions. If you install using the HP-provided restoration media, this option will automatically be added for you to prevent this bluescreen. If you install from regular Microsoft Windows media, this option will not be added and you must do it yourself.

**Workaround:** After the first OS reboot (TXTsetup mode) and before the GUI installation is started, the EFI boot manger entry must be modified. To do this break into the boot sequence by pressing any key before the boot manger menu is displayed. Exit to the EFI shell. The **novesa** switch must be added to the **OsLoadOptions = /redirect /novesa**. Use the **NVRBOOT.EFI** utility in the directory **MSutil** to modify the entry. Exit the utility, exit the EFI shell, and select the OS boot entry.

## Support for the HP Graphics USB adapter is limited to the primary I/O chassis

**Issue:** The HP Graphics USB adapter is only supported in the I/O chassis attached to the root cell. If you attempt to install this card in an I/O chassis not attached to the root cell, unexpected behavior of the card may result.

## How to enable the VGA locally for EFI shell level output

### EFI Boot Manager

Select a boot option:

```
Windows Server 2003, Datacenter
EFI Shell [Built-in]
```

**Boot option maintenance menu**

Select **Boot option maintenance menu**

### EFI Boot Maintenance Manager

From the main menu, select an operation:

```
Boot from a File
Add a Boot Option
Delete Boot Option(s)
Change Boot Order
Manage BootNext setting
Set Auto Boot TimeOut
Select Active Console Output Devices
Select Active Console Input Devices
Select Active Standard Error Devices
```



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Cold Reset

Exit

Select **Select Active Console Output Devices**

## EFI Boot Maintenance Manager

Select the Console Output Device(s):

Acpi(000222F0,0)/Pci(0|0)/Uart(9600 N81)/VenMsg(PcAnsi)

Acpi(000222F0,0)/Pci(0|0)/Uart(9600 N81)/VenMsg(Vt100)

\* Acpi(000222F0,0)/Pci(0|0)/Uart(9600 N81)/VenMsg(Vt100+)

Acpi(000222F0,0)/Pci(0|0)/Uart(9600 N81)/VenMsg(VtUtf8)

**Acpi(000222F0,8)/Pci(1|0)/Pci(5|0)**

Save Settings to NVRAM

Exit

Select option **Acpi(000222F0,8)/Pci(1|0)/Pci(5|0)**

Acpi(000222F0,0)/Pci(0|0)/Uart(9600 N81)/VenMsg(PcAnsi)

Acpi(000222F0,0)/Pci(0|0)/Uart(9600 N81)/VenMsg(Vt100)

\* Acpi(000222F0,0)/Pci(0|0)/Uart(9600 N81)/VenMsg(Vt100+)

Acpi(000222F0,0)/Pci(0|0)/Uart(9600 N81)/VenMsg(VtUtf8)

\* **Acpi(000222F0,8)/Pci(1|0)/Pci(5|0)**

**Save Settings to NVRAM**

Exit

Save the Settings to NVRAM and then exit.

## How to disable the VGA locally for EFI shell level output

### EFI Boot Manager

Select a boot option:

Windows Server 2003, Datacenter

EFI Shell [Built-in]

**Boot option maintenance menu**

Select **Boot option maintenance menu**

### EFI Boot Maintenance Manager

From the main menu select an operation:

Boot from a File

Add a Boot Option

Delete Boot Option(s)

---

Change Boot Order  
Manage BootNext setting  
Set Auto Boot TimeOut  
**Select Active Console Output Devices**  
Select Active Console Input Devices  
Select Active Standard Error Devices  
Cold Reset  
Exit

Select **Select Active Console Output Devices**

## EFI Boot Maintenance Manager

Select the Console Output Device(s):

Acpi(000222F0,0)/Pci(0|0)/Uart(9600 N81)/VenMsg(PcAnsi)  
Acpi(000222F0,0)/Pci(0|0)/Uart(9600 N81)/VenMsg(Vt100)  
\* Acpi(000222F0,0)/Pci(0|0)/Uart(9600 N81)/VenMsg(Vt100+)  
Acpi(000222F0,0)/Pci(0|0)/Uart(9600 N81)/VenMsg(VtUtf8)  
\* **Acpi(000222F0,8)/Pci(1|0)/Pci(5|0)**  
Save Settings to NVRAM  
Exit

Unselect option "Acpi(000222F0,8)/Pci(1|0)/Pci(5|0)"

Acpi(000222F0,0)/Pci(0|0)/Uart(9600 N81)/VenMsg(PcAnsi)  
Acpi(000222F0,0)/Pci(0|0)/Uart(9600 N81)/VenMsg(Vt100)  
\* Acpi(000222F0,0)/Pci(0|0)/Uart(9600 N81)/VenMsg(Vt100+)  
Acpi(000222F0,0)/Pci(0|0)/Uart(9600 N81)/VenMsg(VtUtf8)  
Acpi(000222F0,8)/Pci(1|0)/Pci(5|0)  
**Save Settings to NVRAM**  
Exit

Save settings to NVRAM and then exit.

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## Unable to access the “Smart Array Option ROM Configuration for Arrays Utility”

**Issue:** Unable to access the "Smart-Array Option ROM Configuration for Arrays Utility" menu of the Smart Array controller in the root cell I/O chassis (core I/O chassis) when the F8 key is pressed on the USB keyboard while the system is booting up.

1. Boot the system to the EFI Shell.
2. At the EFI Shell prompt: type **search <core cell>**. For example **search 0** if the core cell is 0.
3. When you see the **Smart-Array Option ROM Configuration for Arrays Utility** menu press the **F8** key on the USB keyboard.
4. It will take you to the **Smart-Array Option ROM Configuration for Arrays Utility** menu.

**NOTE:** This occurs only if you are configuring the Smart Array using the USB keyboard on Obsidian. The serial console from the MP works fine.

## The screen blanks temporarily when using the re-Installation media and the IP Console Switch

**Issue:** The user may experience a variable period of time when the monitor (or remote session) connected to the IP Console Switch will go blank. One step in the re-install process is the plug-and-play device discovery. During this time, drivers are not connected to devices. Without a driver, the USB ports will disable power output. The IP Console Switch relies on this power to transfer video to the local and remote sessions. After the device discovery is complete, a driver is connected, power is enabled, and video is displayed. The blanking time is highly variable depending on the system configuration, but could be as long as 30 minutes. The system is proceeding through the device discovery but will appear to be hung.

**Workaround:** The customer should use the command line interface for the most complete view of the status of the system. This command line is active and status is displayed at all times, prior to video initialization at power on, and at all times during the operation of the system. The command line can be accessed through the Management Processor interface.

If the customer has a monitor directly connected to the system, the video does not go blank.

## Event ID 9 and event ID 117 in Windows Server 2003 on the HP Integrity servers with the SA6402 as the internal disk drive controller

**Issue:** When running Microsoft Windows Server 2003 on the HP Integrity servers with the SA6402 as the internal disk drive controller, intermittent event id 9 and event id 117 entries may be generated in the Windows Event Log after reboot.

**Workaround:** Ignore these events. These events represent a timeout condition and will not cause any system problems or data loss, but there is currently no way to keep these events from occurring.

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## Smart Array 530x/640x timeout in event log (Event ID 9)

**Issue:** Under extremely heavy I/O conditions the Smart Array driver (cpqccissm) may generate Event ID 9 errors in the system event log.

**Workaround:** There is no known fix at this time. This issue does not result in the loss of any data.

## Smart Array events are not displayed on the driver properties page

**Issue:** If the system has the SA530xx and SA640x in cell 1,2, and 3, cpqcisse.sys events are not shown in the event notification section of the configuration tab on the driver properties page.

**Workaround:** The events are properly displayed in the System Event Log. This issue will be addressed in a future release of the driver.

## If a Smart Array 640x card is hot-added to a slot, the card will not function.

**Issue:** If a Smart Array 640x card is hot-added to a slot, the card will not function. In Windows Server 2003, a yellow exclamation mark will be shown on the corresponding device in the Device Manager. Furthermore, any SA640x card added in this manner cannot be safely removed from the system without a reboot.

**Workaround:** This operation is unsupported for Smart Array 640x on Integrity Servers at present. Normal hot-add procedures may be used to insert the card, but the card will not function until the next reboot. Note that hot-add is fully supported on SA530x.

## Cannot install the OS when the CD-ROMs have the same SCSI ID

**Issue:** If there is more than one DVD-ROM present on the HP Integrity rx8620 and the same SCSI ID is assigned to them when they are connected to a different SCSI channel (that is, Channel 0 SCSI ID 1, Channel 1 SCSI ID 1, and so on.), and the customer is installing from Channel 1, SCSI ID 1 the following error message will appear because the re-install media will attempt to read from Channel 0 SCSI ID 1, erroneously believing that the re-install media is located on Channel 0, SCSI ID 1.

INF file txtsetup.sif is corrupt or missing, status 2.

Setup cannot continue. Press any key to exit.

**Workaround:** This is a Microsoft known issue. The workaround is to change the SCSI IDs on the DVD so that they are all unique. To change the SCSI IDs, the customer has to move the jumpers on the back of the DVD.

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## EEPROM test failure

**Issue:** The EEPROM test of the NCU (NIC Configuration Utility) Diagnostics reports a failure on the integrated NICs in the rx8620/rx7620.

**Workaround:** Due to a mismatch between the Manufacturing Checksum values, the EEPROM test of the NCU Diagnostics will report a failure on the integrated NICs in the rx8620 (Broadcom NetXtreme Gigabit Ethernet, Vendor ID:14E4, Device ID:1645, Subdevice ID:12C1, Subvendor ID:103C) and the rx7620 (Broadcom NetXtreme Gigabit Ethernet, Vendor ID:14E4, Device ID:1645, Subdevice ID:1300, Subvendor ID:103C) platforms. The reported failure has no impact on the functionality and health of the network controller and can be ignored by the user.

Following the steps below can retrieve the Adapter PNP IDs:

1. Go to **Start**.
2. Go to **Run**, and type **winmsd**.
3. Go to **Components-> Adapters-> Network-> Adapter** and look for the controller with the indicated PNP Device IDs.

## III. Partitioning your cell-based server hardware resources using Partition Command Line Interface (Par CLI)

Below is a general overview on how to use the ParCLI tools. Refer to the “*NPartition Command Line Interface (ParCLI) Installation and Troubleshooting Guide for Windows*” and the “*nPartition Management for HP Integrity Servers using Microsoft® Windows®*” guides, on Smart Setup for additional information on partitioning your server.

### Adding or removing cell(s) from an existing partition

Follow these steps to add or remove cell(s) from an existing partition.

1. Enter the EFI Shell on the partition you wish to modify.
  - If the partition is currently running Windows, restart or run “shutdown /r”. While rebooting, select EFI shell from the boot menu if autoboot is enabled.
  - If the partition is shutdown or powered off, login to the MP and use the **PE command** from the Command Menu to power on the partition. While booting, select EFI shell from the boot menu if autoboot is enabled.
2. Login to the MP.
3. Enter the Command Menu using **CM**.
4. Issue the **RR command** at the MP:CM> prompt.

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**NOTE:** If you receive an error message related to the power state of cells in the partition, you will need to turn on all cells in the partition. To do this, run the PE command from the MP:CM> prompt, and power on all cells in the partition. After all cell in the partition are powered on, run the RR command again against the partition.

5. Next, select the partition number that you want to modify (add/remove cell(s)) to **Reset for Reconfigure**.
6. Wait for 3-5 minutes for the partition to Reset for Reconfigure.
7. Now add/remove cell(s), using the Par Commands Wizard or ParCLI.
8. When done, issue the **BO command** at the MP:CM> prompt.
9. Next, select the partition number that you want to boot.

## Removing a partition

1. Enter the EFI Shell on the partition you wish to modify.
  - If the partition is currently running Windows, restart or run “shutdown /r”. While rebooting, select EFI shell from the boot menu if autoboot is enabled.
  - If the partition is shutdown or powered off, login to the MP and use the **PE command** from the Command Menu to power on the partition. While booting, select EFI shell from the boot menu if autoboot is enabled.

2. Login to the MP.

3. Enter the Command Menu using **CM**.

4. Issue the **RR command** at the MP:CM> prompt.

**NOTE:** If you receive an error message related to the power state of cells in the partition, you will need to turn on all cells in the partition. To do this, run the PE command from the MP:CM> prompt, and power on all cells in the partition. After all cell in the partition are powered on, run the RR command again against the partition.

5. Next, select the partition number that you want to remove to **Reset for Reconfigure**.
6. Wait for 3-5 minutes for the partition to Reset for Reconfigure.
7. Now use the Par Commands Wizard or ParCLI to remove the partition.

## Parstatus local partition error

After using the parstatus command, you may see the following message:

“Note: The -g option may require up to 2 minutes to complete. Please wait.....  
Error: Unable to get the local partition number.

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This error may occur if `-w` and `-g` options are used in the same command. This condition is a syntax error because there is no local partition when using the `-g` option.

## Parstatus read lock

After using the `parstatus` command, you may see the following message:

“Note: The `-g` option may require up to 2 minutes to complete. Please wait.....  
Error: Unable to get read lock for partition.

This error will occur when there is a lock placed on your partition. This lock may have been issued by an administrator, or by an application. If it was issued by an application that was terminated, you may remove the lock by using the `parunlock` command.

## Shutdown instructions after using the `parremove`

After using the `parremove` command, you may see the following message:

"The partition must be shutdown for reconfiguration to complete the removal, and to unlock the Stable Complex Configuration Data to allow modification of other partitions.

On HP-UX use "shutdown -RH".

On Windows, shut down the OS on the partition using the **Start** menu or "shutdown -s" at a Command Prompt.

If the partition is at the system firmware prompt, use the `RR` command on the MP."

If the partition you are attempting to remove is running Windows or at the EFI prompt, you may see this message. If the partition is running Windows, restart Windows from the **Start** menu or by using the "shutdown /r" command, and then enter the EFI shell from the boot menu. Once your partition is at the system firmware (EFI) prompt, you can login to the MP console and run the **RR command** or you may type **reset** at the EFI shell to place the partition in **Reset for Reconfigure** state. This will allow the configuration changes to be propagated to all cells in the partition.

## Warning message when using `parcreate`

When using `parcreate`, you may see the following message:

“Warning: Unable to determine if the target partition supports cell local memory.”

**NOTE:** This is a normal behavior. The OS cannot be determined at this time by `parcreate`, therefore, this warning is displayed.

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## Error messages when using frupower from ParCLI

When using frupower, you may see the following error messages:

“Error: Cannot power off I/O chasses x/x/x (your chassis number).  
Chassis is attached to inactive cell x (your cell number).  
Please turn cell power off.

You will see this error message if you attempt to power off an I/O chassis independently from its attached cell. The correct way to power off the I/O chassis is to power off the cell, and the I/O chassis will also be powered off automatically.

## Error messages when using fruled from ParCLI

The HP Integrity rx8620/rx7620 servers do not have I/O chassis or cabinet LEDs. So when using fruled you may see the following error messages:

“Error: LED operation on cabinet number failed.”  
“Error: LED operation on component number failed.”

## IV. Supplemental EFI information

Intel EFI information is available on <http://www.intel.com/technology/efi/>